

January 30, 2006

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Mail Stop: Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

I hereby certify that this paper or fee is being transmitted by Class Mail to the Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on the date specified below.

1-30-06

Date of Deposit

Suzanne Gibbs

Typed or Printed Name of Person Signing this Certificate

Suzanne Gibbs

Signature

1-30-06

Date of Signature

Re:	Response to Office Action
Inventor:	SHOEMAKER, Randall, et al.
Serial No.:	09/896,960
Filed:	August 13, 2003
Invention:	CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD
Art Unit:	3623
Our Docket:	P00494-US-01 (11049.0013)

**RESPONSE TO OFFICE ACTION**

In response to the September 2, 2005 Office Action, Applicants submit the following remarks.

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